

## What kind of problems can an EAP counselor help with?

- Alcohol/drugs
- Emotional concerns
- Relationship problems
- Behavioral problems
- Parenting and children
- Stress
- Job-related issues
- Anger management
- Adjusting to change
- Any personal problem affecting quality of life at home and at work

## What kinds of referrals are made beyond the EAP?

Many issues are adequately dealt with by the EAP counselor. However, there are times when your personal problems require medical, financial, legal, or other continuing assistance.

Your EAP counselor can help identify these concerns and refer you to an appropriate specialist in the community.

You and your EAP counselor will decide together which course of action is best for you based on your unique needs.

Call the toll-free, 24-hour Hotline for referral to a local counselor:



- There is **no cost to you** for EAP counseling.
- The EAP **prevents crisis** when you get help sooner rather than later.
- All discussions are **completely confidential**.
- Professional counselors can be reached **24 hours a day**.
- It may be a **family member** that needs help.
- **Everyone** benefits from the EAP.

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Business Psychology Associates

## Employee Assistance Program

*Professional Counseling and Referral Services*

**No cost to you**

**Easy to access**

**Always confidential**

**For benefit eligible employees and dependents**

# What is an EAP?

Your Employee Assistance Program (EAP) is a service which provides **professional, confidential counseling** help for personal problems at **no cost** to you.

Your EAP delivers the best in professional knowledge and practice to produce improvements in quality of life, greater productivity and a healthy functioning workplace.

## Who can use this service?

The EAP is available to benefit eligible employees and dependents. You are encouraged to let your family know that help is available.

We understand that a family member experiencing difficulty can have an impact on your well-being.

## Why use an EAP?

The EAP is there for any problem affecting your life at work or at home **whenever you are ready**. Getting help early reduces the likelihood of greater challenges and more intensive care in the future. A few visits with a professional counselor helps better define your problem and achieve appropriate perspective. **Working solutions are possible.**

## What happens when I call?

A brief description of the problem allows us to make the best referral possible among the counselors available.

An appointment is then scheduled with an EAP counselor at an office away from work.

Most appointments are scheduled during regular business hours.

## What if I need to talk to someone right away?

The EAP Hotline is staffed during regular business hours to assist you in making the most appropriate referral and in scheduling appointments.

If your call is urgent and you cannot wait for face-to-face counseling, let the Hotline staff know. Professional counselors trained in handling crisis calls are available 24 hours per day.

If safety is an immediate concern, call 911, your local emergency services number or proceed to your local emergency room.

### Please call the EAP Hotline first. This call is necessary to:

1. **Determine eligibility.**
2. **Make an appropriate referral.**
3. **Authorize your available benefit.**

## Who would I see?

The EAP is staffed by caring counselors. All are licensed, insured, and have several years of experience. They are chosen because of their professionalism, and their ability to provide real solutions for the problem you or a family member may be facing.

## Where do I go?

Permanent EAP offices are located in or near most communities where your employer has facilities. If you are located in a remote area, special arrangements will be made to help you. The most appropriate local counselor will be identified for you when you call the hotline.

## Who will know?

No one. All services are private and confidential. When you or your family member contacts the EAP directly, no information is released to your employer.

